

Management System Builds Sustainability with Revenue Cycle Support Across Multiple Locations

Customer Profile

A leading national hospital system recognized as a "top 100" healthcare system with

- 40 acute-care hospitals
- 7,000 patient beds

Kforce helped the customer maximize the return on investment for billing and denials management while cutting costs.

Challenge

The customer sought revenue cycle resources to support the expansion of several Regional Business Offices (RBOs) while delivering a sustainable, long-term model.

Solution

Kforce's managed staffing solution included a customized virtual bench to meet the RBO strategy's fluctuating demands, and highly scalable regional resource deployment on a "just-in-time" basis.

Outcome

The customer achieved critical milestones for workforce planning and performance management, including the facilitation of an effective local and national process for delivery and risk management.

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Challenge

A large, profit-based hospital management system embarked upon a new strategic growth plan for national expansion. This included the development of four RBOs to drive efficiencies across the revenue cycle.

The leadership team saw this as a critical opportunity to develop a sustainable and cost-effective long-term model, with a dedication to achieving optimal financial health and seamless operations. During the anticipated 18-month scope, locations across California, New Jersey, Kansas and Texas would deliver shared Patient Financial Services (PFS) to over 40 of the system's acute care hospitals. RBO core functional areas focused on billing, insurance follow-up, denials management and cash posting.

Solution

Kforce's expertise was leveraged to identify, select and onboard the right caliber of PFS project management resources and entry level PFS specialists on a contract-to-hire basis. Starting with California, each RBO would need up to 200 resources across RBO management/administration, PFS project management resources and entry level PFS specialists.

The majority of resources included entry-level PFS specialists across the core functional areas. In addition, the customer sought approximately 45 PFS project management resources across all RBOs.

To meet the fluctuating demands of the customer's RBO strategy, Kforce's managed staffing solution delivered a customized virtual bench. This enabled highly scalable regional resource deployment on a "just-in-time" basis. In collaboration with our local account teams in the primary RBO locations, Kforce leveraged the expertise of our National Recruiting Center to identify and recruit top resources within 24 to 48 hours of each request.

Kforce's Consultant Care program, coupled with Kforce's team structure also provided significant value-add to the process. The cohesiveness of the governance and Consultant Care structure represented a significant investment on Kforce's behalf. This reduced risks and quickly implemented actionable mitigation plans given the scale and regional reach of program objectives.

This combination served to holistically address the people, processes and technologies needed to achieve the sustainable growth prioritized within the customer's objectives.

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Outcome

Within the first 30 to 90 days, Kforce worked quickly and effectively to help the customer reduce the overhead costs typically associated with programs of this magnitude. This includes a concentrated effort on eliminating the burden and risk of unemployment costs, payroll taxes and turnover.

Three months into the program, the New Jersey RBO is on target for completion of the operations overhaul, with approximately 15 new consultants each week. Locations in Kansas and Texas will follow, while California continues to onboard additional consultants throughout the 18-month timeline. Throughout, Kforce's revenue cycle resources helped the customer maximize ROI by:

- Improving workforce planning and performance management
- Increasing retention of top talent to deliver the customer's RBO forecast
- Delivering a seamless knowledge transfer with minimal negative impact
- Providing competitive pricing and cost structures to maximize long-term value

Kforce has not only met the customer's human capital needs, but also facilitated a process for managing risks and issues across a national scale. We continue to partner with the customer to ensure enhanced customer service and value at each RBO location, while helping the customer achieve their long-term goals.

About Kforce

Kforce is a professional staffing and services provider, offering critical support for Health Information Technology (HIT), revenue cycle management and Electronic Health Record (EHR) initiatives. Our portfolio highlights work with more than 100 providers, payers and healthcare service organizations, and a talent network featuring more than 2,000 highly skilled resources across the country.